



Pride
Endeavour
Resilience
Kindness



#TransformingLives

What if...

I am late to school? Go straight to Reception and sign in, you will then need to go to your lesson. You will be expected to make the time up during a Pastoral detention (unless it is for an appointment or medical reason).

I have forgotten something... e.g. PE kit, ingredients? The first thing is to try and prevent this by being organised and packing your bag the night before. If you have forgotten anything, see the relevant member of staff, apologise and work out a solution with them. If it is PE kit, you will be loaned a spare kit. You will be sanctioned for forgetting equipment, especially if it is a regular occurrence.

I have to attend school in incorrect uniform? Your parents or guardians **MUST** write a note, telephone or email the respective Pastoral Lead as soon as possible to explain why and how long this issue will persist. You must report to your Pastoral Lead first thing in the morning where they will issue you with a uniform pass. Uniform passes are temporary and the matter must be resolved as quickly as possible. If Pastoral Lead is not advised, or it is an ongoing issue, you will be placed in supervised learning.

I have not done my homework? If you have not done your homework or forgotten it, you must first reflect on it and ensure it never happens again! You must be organised and make the most of the facilities available to you. You must apologise to your teacher and accept responsibility; it is likely you will be given a detention.

I get lost, can't find my class or don't know where I should be? In this instance, head straight to Reception, they will be able to help you.

I lose my planner / timetable? It really is your responsibility to keep hold of and take care of your belongings. If you have lost your timetable, you have lost your planner as your timetable should be in your planner. Reception can print you a new timetable, but be warned, they may charge you! If you have lost your planner completely, see your Tutor, you will need to pay for a new one at Reception.

I miss the bus? Make sure you plan for this with your parents / guardians before it happens, you need to know what to do if you miss the bus at the start or end of the day. Make sure you leave your last lesson on time and go straight to the bus stop, this will prevent you from missing the bus home! If you do miss the bus, you may need to walk into town to catch a later bus, or call someone to collect you.



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I am considering a new haircut, or new shoes? You must remember to consult and follow the school uniform policy at all times. Your appearance and attire is your responsibility you must inform your parents / guardians of what is acceptable. “But somebody else is wearing them!” you may protest. We challenge every student for non-compliance to the uniform policy it could be that the other person is waiting for a replacement item. Take responsibility for yourself and ignore the distractions around you - they will be being dealt with!

I have an appointment (doctor, dentist, hospital etc)? We expect all non-emergency medical, dental or optician appointments to be booked outside of school hours. If this cannot be done, please try to book the appointment so that your child can complete most of their school day as normal. Parents / guardians **MUST** write a note (on paper or in planner), send in a copy of the appointment letter/card or inform Attendance of an upcoming appointment. Ensure that you make it clear what time you are collecting your child, or that they can make their own way to the appointment. If school has not been advised of an appointment, Reception will call parents / guardians to confirm, children will not be allowed to leave school premises until contact has been made.

I am upset or have a problem? Dealing with problems is easier than you think - a problem shared is a problem halved! Saying that, it is essential that you go to the right person. You must decide if your problem is personal (family upset, friendship concerns, bullying etc.) or academic (confused with homework, worried about a test, falling behind in class) or medical.

- If your problem is personal, then discuss with your Tutor first. Your Tutor will be able to guide you with what to do or who to speak to.
- If your problem is academic, then you must speak to your Subject Teacher or the Curriculum Leader.
- If you have an emergency medical problem, go straight to Reception to see a first aider or ask to book an appointment with the school nurse for a confidential discussion.
- If you have a really serious concern, then you must contact your Pastoral Lead, or any member of Senior Staff.
- If you have a child protection concern, then you must speak to Mrs Ressel, the Designated Safeguarding Lead (DSL).

My Parent/ Guardian wants to contact the school...? Parents / guardians can contact the school by letter, phone call or email. It is also possible to leave a message in person at Reception. Phone calls made to the school will be returned as soon as possible, taking into account teaching commitments. Your call will be directed to the member of staff best suited to help you, so please be clear with the Receptionist and outline the nature of your concern. This will help us to respond quickly.